

**SUBJECT****SB-10057563-6491****Displayed Range is Lower after Programming****MODEL**

I01 (i3 and i3 REx)

**SITUATION**

After the vehicle is programmed with ISTA/P 3.53.3 (i-level I001-14-07-503), the displayed vehicle range in the instrument cluster is lower than prior to the software update. The actual range that the vehicle is capable of achieving on a full charge has not changed.

The difference between the displayed range and actual range is always conservative, yet this difference varies based on driving profile. When driving primarily at highway speeds, the difference between displayed and actual range is within a few percent of each other. When driving primarily with a low speed/city profile, the gap may widen to as much as 20% or more.

In addition, the customer may notice that the vehicle's range has decreased as outside temperatures have gotten colder. This is most noticeable in extreme cold climates, and when preconditioning is not used. This situation does not indicate a problem and is independent of the range display algorithm.

**CAUSE**

The algorithm that determines the displayed range, was changed with the 14-07-503 software level. The result of the changed algorithm is that the display is too conservative.

**PROCEDURE**

A 2-stage approach to improving the accuracy of the displayed range will be taken. Both stages include changes to the algorithm used to calculate the vehicle's expected range. The first stage will be available at the end of December 2014, while the second stage is expected in March 2015. As each update becomes available, this Service Information Bulletin will be updated.

If the customer believes the actual range has degraded considerably, and is prior to the release of the improved software, submit a PuMA case entitled "i3 Range Display Accuracy", for further assistance.

**WARRANTY INFORMATION**

Not applicable.